

ORIGINAL

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



0000113169

ARIZONA CORPORATION COMMISSION

July 21, 2010

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 45 customer comments OPPOSING a rate increase and/or consolidation in above cases.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission
DOCKETED
JUL 21 2010

DOCKETED BY 

RECEIVED
2010 JUL 21 PM 3:59
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax: /

Priority: Respond Within Five Days

Opinion **No.** 2010 87984

Date: 7/20/2010

Complaint Description: 08A Rate Case Items - Opposed
 08H Consolidation - In Favor

First:

Last:

Complaint By: **Michael and Nancy Hardin**

Account Name: Michael and Nancy Hardin

Home:

Street:

Work:

City: Anthem

CBR:

State: AZ Zip: 85086

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

From: mhnH [mailto:r
Sent: Sunday, July 18, 2010 1:39 PM
To: Utilities Div - Mailbox
Subject: Consolidation

Scenario #3 (consolidation for all districts) seems the fairest to me. It is our understanding that our proposed water rates are among the highest (if not the highest) in Arizona.

We believe that the most equitable choice among the scenarios available for consideration, #3 is the most equitable.

Sincerely,

Michael and Nancy Hardin
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 7/20/2010

Opinion No. 2010 - 87984

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87959

Date: 7/19/2010

Complaint Description: 08A Rate Case Items - Opposed
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Gary**

Roberts

Account Name: Gary Roberts

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/19/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all
Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
 Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Friday, July 9, 2010 at 7:14 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Gary Roberts

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Gary Roberts
Address:
City: Sun City West
Email:

Comments: I live in an HOA with ganged water meters(multiple units on a single meter) plus our irrigation is

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

on the units meter. Will an acceptance be made on sewer rates increases where you can not separate irrigation from use? At a cost of \$8000.00 per meter (your price) to change out the units to separate irrigation from use, it seems unfair to group us with single family homes.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/19/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/19/2010

Opinion No. 2010 - 87959

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87957

Date: 7/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Tony**

Davis

Account Name: Tony Davis

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/19/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Friday, July 9, 2010 at 9:40 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Tony Davis

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Tony Davis
Address:
City: Sun City
Email:

Comments: I would like to know why, with things the why they are now, my water company wants to up the

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

rates? I would not of bought a home here if we knew they would do this to us! You must think very hard about this! You just might get old someday, and live on a fixed income! Tony

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/19/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/19/2010

Opinion No. 2010 - 87957

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87956

Date: 7/19/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **James**

Scharenbroich

Account Name: James Scharenbroich

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/19/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE***** (also sent to ALL Commissioners)****

REFERENCE: AZ American Water *****SUN CITY***** OPPOSED
Docket No. W-01303A-09-0343 & SW-01303A-09-0343

Date: Friday, July 9, 2010 at 10:12 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: James Scharenbroich

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: James Scharenbroich
Address:
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: County Commissioner, I would like you to know mthat I am against the consolidated water increase case. Thank you JIM

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End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

7/19/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/19/2010

Opinion No. 2010 - 87956

W-01303A-09-0343
SW-01303A-09-0343

From: Tom and Rita Gustafson [sshoespants@cox.net]
Sent: Thursday, July 08, 2010 6:53 PM
To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web
Subject: Case W(S)-01303A-09-0343 comments to the Arizona Corporate Commission from Tom and Rita Gustafson

Date: Thursday, July 8, 2010 at 6:53 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Tom and Rita Gustafson

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Tom and Rita Gustafson
Address: 10022 W. Lancaster Dr.
City: Sun City
Phone: 623-878-1798
Email: sshoesppants@cox.net

Comments: We strongly oppose rate consolidation. We do not believe we should have to owe for anything but Sun City usage. We pay what we owe, we do not pick up other cities' costs or portion of their water usage/maintenance etc. and we do not expect other cities to do that for Sun City. We are responsible residents/voters, taxpayers and we are opposed to the blurred responsibilities in this rate consolidation proposal. It is not a clear and responsible business practise to expect Sun City to pay for other areas' usages, repairs and maintenance any more than others should pay for us. Keep us accountable for ours alone. Thank you and please hear us.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87869

Date: 7/14/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Robert H**

Buffington

Account Name: Robert H Buffington

Home: 505-555-5555

Street:

Work: (000) 000-0000

City: Sun City

CBR: r. 505-555-5555

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Monday, June 28, 2010 at 4:01 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Robert H. Buffington

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Robert H. Buffington
Address:
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: As a current resident of Sun City, I strongly object to being consolidated with anyone. Consolidation would not have been the choice of Del Webb, as he intended residents to be self sufficient and not consolidated with anybody. We are very capable of taking care of our own problems and do not want nor need to be saddled with someone else's problems.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comment entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87869

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: (602) 944-1247

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87880

Date: 7/14/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Sarah**

Bakefelt

Account Name: Sarah Bakefelt

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Tuesday, June 29, 2010 at 9:07 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Sarah Bakefelt

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Sarah Bakefelt
Address:
City: Sun City
Email: s

Comments: I live in Sun City and want to express my opinion that Sun City, and Sun City West and any other

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

retirement community not be consolidated. I really don't understand why any of the communities need to be consolidated. Let each community continue to be separate. It makes no sense to do this. If a company does not take care of its infrastructure every year then they become irresponsible in business. Do not punish the customer for bad business practices. Please do not consolidate water districts for bad business practices. our retirement community each of us uses very little water. We run our dishwashers no more than once a week, we do laundry (for me single no more than once a week) A shower might be one to two minutes at the most. My bill since I moved here since 1999 started out at about 23.00 and now is about 36.00. why should we in a retirement community be lumped together with families with children etc. We have singles and couples here. Please do not do this to our retirement communities. Thank you, Sarah Bakefelt

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comment entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87880

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2010 - 87879

Date: 7/14/2010

Complaint Description:

08A Rate Case Items - Opposed

08G Consolidation - Opposed

First:

Last:

Complaint By:

Lillian

Anderson

Account Name:

Lillian Anderson

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Sun City

CBR:

State:

AZ Zip: 85351

is: E-Mail

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference:

AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Tuesday, June 29, 2010 at 9:39 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Lillian Anderson

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Lillian Anderson
Address:
City: Sun City
Email:

Comments: Please do not even consider the consolidation of all these proposed districts. It makes no sense to

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

lump in retirement communities with family or general population communities. Our usage is completely different as retirement communities mostly consist of one or two people per household. Consolidation might benefit family or general population communities as their rates would probably be lower because it would be spread out over large numbers. It would certainly not benefit the people of Sun City and would pose an economic hardship for many. Further, and I believe most of our residents feel this way, I don't want to have to pay for someone else's water and waste usage or infrastructure. Consolidation would only put an unfair economic burden on Sun City residents. Thank you for your consideration of my concerns. Sincerely, Lillian Anderson

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comment entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87879

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87878

Date: 7/14/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: John

Hillwick

Account Name: John Hillwick

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all
Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Tuesday, June 29, 2010 at 9:54 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: john hillwick

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: john hillwick
Address:
City: sun city
Phone:
Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: This is another situation of- take from those who have it and give to those who do not. We now can have socialized water.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comment entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87878

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87876

Date: 7/14/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Peggy**

Loken

Account Name: Peggy Loken

Home: ()

Street:

Work: (000) 000-0000

City: Sun City

CBR: ...

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Tuesday, June 29, 2010 at 10:32 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Peggy Loken

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Peggy Loken
Address:
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: There are many reasons why the Sun City and Anthem water systems should not be consolidated. Primarily, they are two different communities with different populations and different needs. They get their water from different sources. To consolidate them would be to require Sun City residents to subsidize Anthem residents. This is not fair. It would not be fair if things were the other way around and Anthem was required to subsidize Sun City. We in Sun City know that we have more expenses in the future, and we are willing to deal with them when the time comes. Please do not allow this consolidation.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comment entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87876

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87877

Date: 7/14/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Shirley**

N/A

Account Name: Shirley

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR: |

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Tuesday, June 29, 2010 at 10:21 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Shirley

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Shirley
Address:
City: Sun City
Phone: .
Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: Please do not lump Sun City in with all the other communities that have households with multiple people in them. Many of the Sun citizens are single elderly people with very limited resources. This is certainly an unfair thing to do. s

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comment entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87877

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87873

Date: 7/14/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Elaine**

Obanion

Account Name: Elaine Obanion

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Monday, June 28, 2010 at 2:22 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Elaine OBanion

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Elaine OBanion
Address:
City: Sun City
Email

Comments: I am totally against any consolidation of our water supply. The more hungry people who get involved

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the more it will hurt the residents of Sun City of whom many are on a tight budget. Keep Government at a minimum please

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comment entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87873

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87872

Date: 7/14/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Steve**

Bauer

Account Name: Steve Bauer

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Monday, June 28, 2010 at 2:34 PM

To Arizona Corporate Commissioners:[]

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Steve Bauer

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Steve Bauer
Address:
City: Sun City
Phone: ()
Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: To the members of the Arizona Corporate Commission: I am vehemently against the proposal by the Arizona-American Water Co. that would unfairly increase our water rates. Instead of seeking a proper water rate increase they are seeking to do an end around play to score their goal. A score that will fall squarely on the shoulders of the retirement communities of Sun City and Sun City West. This is grossly unfair to us and is a morally inhumane act to do to an aged group of citizens. What have we done to deserve this? What concerns me even more is that I believe the board members of the Arizona Corporate Commission already has it's collective mind made up to grant the consolidation plan. I base this opinion on the fact that the idea of consolidation was suggested by one of the Commission's own members. This is sinfully wrong! Please use common sense and your sense of fairness in deciding this case. No one group should be harmed to the profit and betterment of others. If consolidation is a good idea, at least limit the scope or areas that are involved and let no customer of this or any other community be harmed. Thank you for listening and I will be praying to God that you do the right thing for the human beings that would be negatively affected by this terrible proposal.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comment entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87872

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87875

Date: 7/14/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **William D**

Penfold

Account Name: William D. Penfold

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

Is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Tuesday, June 29, 2010 at 10:39 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: William D. Penfold

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: William D. Penfold
Address: 1
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: I think that what you are doing is totally unfair. You are putting the burden of other communities on us and I urge you to stop.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comment entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87875

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87874

Date: 7/14/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Pete**

N/A

Account Name: Pete

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Tuesday, June 29, 2010 at 11:21 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Pete

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Pete
Address:
City: Sun City
Email:

Comments: Asking Sun City to pay for the choices made by people who live in Anthem and Tubac is simply

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

unfair. Surely you heard the response from Sun City at the hearing held at Sundial Auditorium. Consolidation is the wrong thing to do.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comment entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87874

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87871

Date: 7/14/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Dollie**

Palmquist

Account Name: Dollie Palmquist

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Monday, June 28, 2010 at 2:45 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Dollie Palmquist

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Dollie Palmquist
Address:
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments: Along with all the other Sun City residents, I am very much against the water rate being shared with other areas, especially Anthem, which is mostly an affluent city. Why should we in Sun City, where a great percentage of the residents are on fixed incomes, share a water rate with people that have 6 figure incomes as a lot do in Anthem?? I live strictly on Social Security, which in case anyone has forgotten, got absolutely no raise in income this year and may not for the next couple of years. I cannot stand a raise in expenses like this water hike would cause. Thank you for your consideration.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comment entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87871

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: 602-542-4217

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87870

Date: 7/14/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Sharon**

Henrich

Account Name: Sharon Henrich

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR: s

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Monday, June 28, 2010 at 3:15 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Sharon Henrich

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Sharon Henrich
Address:
City: Sun City
Phone: ---
Email: s

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments: I request that you do not raise our rates for Sun City. Thank you.

Disclaimer from Az Voices: This email has been submitted on behalf of the above named individual through Az Voices (www.azvoices.com). The personal views and/or comments are those of the sender alone and may or may not be the views of Az Voices. None of the above information was automatically generated or preformatted. Replying to this email will be directed to the sender and not to Az Voices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comment entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87870

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87867

Date: 7/14/2010

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Barbara**

Nichols

Account Name: Barbara Nichols

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all
Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Monday, June 28, 2010 at 4:22 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Barbara Nichols

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Barbara Nichols
Address:
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments: I am a Sun City resident and own other property in Sun City. I was not in concurrence when our water company was sold to AZ American and am definity not happy about the current attempt to hijack our water and low delivery costs to subsidize other areas. This is not even rational. We purchased property here because of the clean water and underground wells. Just because someone either at the State or County level did not make the developers put in an assessment district to cover their additional water costs does not mean we should have to pay for it. I do not see us getting their newer facilities. If we were benefitting in any way, I might be willing to listen, but we are not getting anything except more costs to pay for someone else's problems. This is not the way our country was built and should not beforced on us after the fact.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87867

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87866

Date: 7/14/2010

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Paul**

N/A

Account Name: Paul

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Monday, June 28, 2010 at 4:26 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Paul

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Paul
Address: '
City: Sun City
Email:

Comments: Shame on anyone who would bilk the elderly (or any existing community) to subsidize new

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

development. Both communities bought into their homes with the existing infrastructure, and paid fair value. Let it be. And end this debate. Why put people in both communities through this torture?

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87866

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87865

Date: 7/14/2010

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Dana**

Walker

Account Name: Dana Walker

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR: I

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Monday, June 28, 2010 at 7:00 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Dana Walker

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Dana Walker
Address:
City: Sun city
Phone:
Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: I wish to object to the rate consolidation. I want you to consider history of these districts. They were all formed at different times for different communities at different economic times and most all different planned community goals. I live in sun city and purchased in this community because I feel that del Webb did an excellent job in planning this community for a certain economic group of people which continues today. By bringing in different communities now would UNDO this excellent planning and mix in some less economic planned communities. Please keep our communities apart and keep the ecomic model that everyone purchased in tact. Thank you

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87865

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments: I am writing in opposition to the proposed water district consolidation. There is no commonality of facilities in the proposed consolidation of other districts with Sun City's facilities and there is no evidence that the consolidation will reduce the water companies overall costs. Rather, this is just a "leveling" of rates and entirely unfair to those of us in a district who's facilities, usage, water quality, etc. allow for lower costs and thus lower rates. The argument that Sun City has older facilities that will at some time require costly maintenance belies the fact that other districts have successfully handled such circumstances. Consolidation provides Sun City residents with higher rates now, but let's not be fooled. When repairs become needed to our facilities in the future, rates will increase again. It's not pay me now or pay me later, but pay me now and pay me later!

Disclaimer from Az Voices: This email has been submitted on behalf of the above named individual through Az Voices (www.azvoices.com). The personal views and/or comments are those of the sender alone and may or may not be the views of Az Voices. None of the above information was automatically generated or preformatted. Replying to this email will be directed to the sender and not to Az Voices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87863

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2010 - 87862

Date: 7/14/2010

Complaint Description:

08G Consolidation - Opposed

08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Peggy J

Ward

Account Name:

Peggy J Ward

Home:

Street:

Work: (000) 000-0000

City:

Sun City

CBR:

State:

AZ

Zip: 85351

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference:

AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Saturday, June 19, 2010 at 6:14 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Peggy J Ward

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Peggy J Ward
Address:
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments: We . the residents of Sun City do NOT want to be consolidated with Anthem and Tubac. Most of us have fixed incomes and our money is budgeted. We moved to Sun City because we could afford to live here. If we take on the indebtedness of other water districts some residents will not even be able to pay their bills, get their medications, and even food. There was a meeting a few weeks ago which I attended along with 1500+ others and we are all of the same opinion. Sun city residents will take care of their own water problems and the other areas can take care of their own.. rather than attempting to get someone to do it for them. I am upset that you would even consider tossing Sun City into their MESS. I realize the water rates have to go up along with inflation.. and that is something we will deal with... our own district.. not districts where they use and abuse their water usage and water rights. Please do not include Sun City in this consolidation. Thank you... Sincerely,
Peggy J. Ward

Disclaimer from Az Voices: This email has been submitted on behalf of the above named individual through Az Voices (www.azvoices.com). The personal views and/or comments are those of the sender alone and may or may not be the views of Az Voices. None of the above information was automatically generated or preformatted. Replying to this email will be directed to the sender and not to Az Voices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87862

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87861

Date: 7/14/2010

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Andrea C** **Shaw**

Account Name: Andrea C. Shaw

Home: -----

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Saturday, June 19, 2010 at 6:22 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Andrea C. Shaw

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Andrea C. Shaw
Address:
City: Sun City
Phone: ()
Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: I am a permanent resident of Sun City, and I am opposed to the consolidation of Sun City with Anthem and Tubac. Sincerely, Andrea Shaw

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87861

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87860

Date: 7/14/2010

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Andrew**

Greene

Account Name: Andrew Greene

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all
Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Monday, June 28, 2010 at 5:18 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: andrew greene

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: andrew greene
Address:
City: Sun City
Email:

Comments: Please do not allow the consolidation of the fee schedule of the Sun City water district with other

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

areas of Arizona. I am on a limited fixed income. For me to obtaining a reasonable salary (job) at my age and health situation is almost impossible. The exceptional water rate increase would create a great financial hardship for me.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87860

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87859

Date: 7/14/2010

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Patricia**

Vick

Account Name: Patricia Vick

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Tuesday, June 29, 2010 at 2:59 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Patricia Vick

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Patricia Vick
Address:
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments: I can not understand how our water company feels that our water, that is sent so far away, possibly be a reason for them to raise our water rates. These people built in these places, Saharita, , Tubac, and others locations that evidently do not have their own water, and we that live here are being "forced" by all of this maneuvering to pay for their water rates. I know that there is much more information forthcoming, but there should be a much more equitable solution to Arizona American 's desire to further there plans to make more money for the company. It is not fair, and I hope that everyone in Sun City and the endangered places are at that meeting July 9th. Is it to be held in Sundaial, or where?

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87859

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87858

Date: 7/14/2010

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Jacque**

Mills

Account Name: Jacque Mills

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Tuesday, June 29, 2010 at 3:17 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Jacque Mills

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Jacque Mills
Address:
City: Sun City
Email:

Comments: Even though I have read missives and attended the Sun City meeting, I have not read nor heard

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

one rational, substantiated reason for including Sun City in this consolidation. Until I do, I will continue to fight this action Jacque Mills

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87858

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87857

Date: 7/14/2010

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Shirley**

Guthrie

Account Name: Shirley Guthrie

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Tuesday, June 29, 2010 at 8:40 PM

To Arizona Corporate Commissioners:[]

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Shirley Guthrie

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Shirley Guthrie
Address:
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments: Please don't compare Sun City with the other communities involved in this dispute. Those are communities of families or multiple persons living in homes. They use a lot more water than we do with just 1 or 2 people living in homes here. They also have 1 or more incomes, whereas we have mostly the minimum incomes to live on. Please just rethink this situation and leave us as we are. Thanks!!

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/14/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87857

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87855

Date: 7/14/2010

Complaint Description: 08G Consolidation - Opposed
08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Claudia**

Baxley

Account Name: Claudia Baxley

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/14/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Wednesday, June 30, 2010 at 7:32 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Claudia Baxley

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Claudia Baxley
Address:
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: Dear Commissioners I wrote letters to each of you in January. It was kind and helpful for you to come to Sun City to hear comments by residents. Reading about the meeting gave me hope that consolidation was unlikely. Now I am not so confident. Consolidation goes against logic and fairness when you consider the relative scarcity of grass lawns in Del Webb's half-century-old development of Sun City. In contrast, Anthem is distant and the esthetic there involves water usage with abandon. There is most certainly a difference in income between Anthem and Sun City. Furthermore, residents of Anthem know that being high consumers of water brings high cost. Not only do Sun City residents conserve water, the water here requires less treatment and less transport. Please take into account the modest lifestyle and budgets that have little left over when deciding if Sun City will be consolidated with other, more wasteful developments.

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End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

7/14/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/14/2010

Opinion No. 2010 - 87855

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87850

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Marci**

Williams

Account Name: Marci Williams

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to All Commissioners)*

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Wednesday, July 7, 2010 at 3:02 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: marci williams

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: marci williams
Address:
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: I have been a visitor to Sun City since the early 80's and now for the past 4 years I have become a resident. The water quality from my memory and currently has always been very good. Of course we all want it to continue to be, and as I understand the SC water underground is good and adequate. Having said all that, I believe in total fairness and the greatest good for the greatest number and I think with 40K residents just in Sun City, that this problem is best left for the communities that need to have their water rates etc raised to cover the costs. Now in respect to Sun City, raise the water bill a couple of bucks a year or even \$ 5.00 a year, and allocate it to us. In the future I think getting a few bucks here and there over an extended period of time for future projects is a far better pill to swallow than forcing and threatening people into paying big bucks ..Thank you.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87850

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87849

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Nelmarie**

Melville

Account Name: Nelmarie Melville

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to All Commissioners)*

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Wednesday, July 7, 2010 at 2:55 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: nelmarie melville

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: nelmarie melville
Address:
City: Sun City
Email:

Comments: We have lived here for 20 years. I get the feeling there is a "plan afoot" to destroy this Dell Webb

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

dream of homes for retired people . We are having fees increased at every turn, but our incomes remain the same, or even less. Our lovely peaceful city is been drawn and quartered north and south and east and west with increased traffic on 99th, Union Hills, Bell, Grand, Thunderbird and Olive. If the "powers at be?" were at least a bit interested in preserving the integrity of Dell Webb's Sun city they would not have allowed Sun City be the speedy and crowded passageway to the freeways. They could have chosen to around Sun City and preserved Sun City as the peaceful retirement city as it once was. Now you want to further burden us with an unfair water cost increase. And by bunching the cost of other areas who are having problems. How unfair. If this consolidation of costs goes through, you will destroy the dreams of ones who came here to fulfill Dell Webb's dream for them and live out their lives, but they will not be able to afford to live here. Please do not do this

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87849

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2010 - 87848

Date: 7/13/2010

Complaint Description:

08A Rate Case Items - Opposed

08G Consolidation - Opposed

First:

Last:

Complaint By:

Daryl

Sawdy

Account Name:

Daryl Sawdy

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Sun City

CBR:

State:

AZ Zip: 85351

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to All Commissioners)*

Reference:

AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Wednesday, July 7, 2010 at 1:39 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Daryl Sawdy

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Daryl Sawdy
Address:
City: Sun City
Email:

Comments: I Just read the following and I do not support a school within the boundaries of Sun City AT ALL!

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

SCHOOL in SUN CITY There is an action by a church in Youngtown to open a Chartered School in the Commercial business at 107th/Peroria. There is no Sun City Organization that has direct control or authority over commercial property. SCHOA has been in contact with County Supervisors obtaining information. They have provided the following brief outline; "Charter schools are allowed "by right" if the following criteria are met: Private and charter schools as long as the following standards are met: a. The lot shall be a minimum of five acres in size or larger. b. All structures must setback a minimum of 100 feet from all property lines and shall be screened from adjacent rural and residential zoned properties by a six foot high fence. c. The lot shall have frontage along a paved road that has been accepted as a public right-of-way by the Maricopa County Department of Transportation. d. The site shall include on-site drop-off and pick-up of students. All on-site drop-off and pick-up and other parking must be setback at least 50 feet from all property lines, excluding ingress and egress, and meet requirements as outline in Chapter 10, Section 10010. e. All other standards of the Zoning District shall apply. A zoning clearance must be obtained prior to construction of any school. If these standards cannot be met, a Special Use Permit may be applied for. If they cannot meet these standards, the Special Use Permit process is the only avenue available to them. Hope this info is useful. Please let me know if you have questions or comments. Thanks! Charles Hart, AICP Principal Planner Code Enforcement Division Maricopa County Planning and Development Dept." Currently the church does not meet all of these requirements. SCHOA is trying to obtain more specific information and will release a more detailed public statement by the beginning of next week. Your concerns should be addressed to the following persons; Max Wilson (County Supervisor), Chuck Hart (Principal Planner Maricopa County Planning and Development, and Past Durham (Joy Ministries) in Youngtown. Direct contact information will be provided in the next update.

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End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87848

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: 602-542-4217

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87844

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **MICHAEL & MARIE GRIFFIN**

Account Name: MICHAEL & MARIE GRIFFIN

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to All Commissioners)*

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Wednesday, July 7, 2010 at 12:50 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: MICHAEL & MARIE GRIFFIN

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: MICHAEL & MARIE GRIFFIN
Address: IVE
City: SUN CITY
Email: MICHAEL@GRIFFIN.NET

Comments: As year around retired residents of Sun City we are opposed to the proposed Water Rate

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Consolidation. Sun City's occupants depend upon predictable and relatively low water rates due to our fixed income environment. I can't speak to the previous forty-three years of Sun City's existence, but I believe that this issue hasn't come up before. Just because unregulated and uncontrolled growth has extended itself beyond the borders of Sun City, Sun City West and Sun City Grand, this shouldn't mean that these communities should be averaged in with these cities/towns.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87844

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: _____

Fax: _____

Priority: Respond Within Five Days

Opinion No. 2010 - 87845

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
 08G Consolidation - Opposed

First:

Last:

Complaint By: **Ken** **Svee**

Account Name: Ken Svee

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR: |

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to All Commissioners)*

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
 Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Wednesday, July 7, 2010 at 1:30 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: KEN SVEE

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: KEN SVEE

Address: West

City: Sun City

Email

Comments: I am in opposition to WS 01303A-09-0343 and WS 01303A-09-0343 It appears to me that

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

everytime a proposal is given it entails the cost of water going up and no incese in benefits. Our water is fine, the present rates are fine, as was the case previously our fire rating was fine, pressure was fine. no need for addn'l firehydrants, new lines etc. I see no need for the consolidation. It is not needed for the betterment of our system and does nothing to enhanse the system within Sun City. I would like other information as it is available. Thank you

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87845

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87843

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Barbara W**

Gray

Account Name: Barbara W. Gray

Home:

Street:

Work: (000) 000-0000

City:

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES'
OFFICE*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Please record and distribute my comments as follows:

1. Numbers of votes for a particular path regarding rate consolidation may be meaningless if a larger group of people is benefitting unfairly from a particular rate system. Those who benefit will, of course, continue to support the unfair system. No matter how many of those who are being unfairly charged contact you, their numbers will be meager by comparison. It's a given.

2. Your mandate says: "All charges made for services rendered, or to be rendered, by public service corporations within this state shall be just and reasonable, and no discrimination in charges, service, or facilities shall be made between persons or places for a like and contemporaneous service..." No matter one's political position or point of view....this is your governing responsibility. ALL CHARGES FOR SERVICES RENDERED....SHALL NOT BE DIFFERENT BETWEEN PLACES. PERIOD.

3. After Tubac's incredible cooperative effort to bring grant monies and solutions to benefit AAW and the public at large, it would seem to me to be outrageous that we should continue to be treated unfairly and in violation of the law as stated in point #2 above regarding our water rates.

Thank you for considering these remarks.

Barbara W. Gray,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87843

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87842

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Jerry**

Mohalski

Account Name: Jerry Mohalski

Home: (702) 500-1004

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Wednesday, July 7, 2010 at 4:13 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: JERRY MOHALSKI

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: JERRY MOHALSKI
Address: JR
City: SUN CITY
Phone:
Email:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments: WE HOPE YOU GO WITH WHAT YOU HEARD AT THE MEETING...WE ALSO GET CHARGED FOR SEWER RATES WE HARDLY USE...WE SHOWER AT THE REC CENTER....MOST OF OUR WATER GOES INTO THE GROUND AND NOT THE SEWER LIKE WE ARE BEING CHARGED FOR...I SPENT 20+ YEARS IN THE SERVICE AND LIVED IN AREAS WHERE THE WATERING LINE WAS METERED SEPARATE...KEEP SMILIN...HAVE A GREAT DAY....LET YOUR CONSCIENCE BE YOUR GUIDE

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87842

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87841

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: Frank

Whitten

Account Name: Frank Whitten

Home: (

Street: 1

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Wednesday, July 7, 2010 at 8:42 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Frank Whitten

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Frank Whitten
Address:
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments: Some years ago I had occasion to take another private water company to task (Arizona Water Co.) over their rate structure and the Corporation Commission's failure to protect the interests of the Arizona residents and taxpayers. With the pending Arizona-American Water Co. rate case, I would certainly hope that the Commission will take the best interests of all effected rate payers into consideration. Why should the residents of Sun City (many of whom are on fixed incomes) be stuck with covering the higher costs of water delivery in Anthem. It makes no sense to equalize rates across the separate districts when the costs of delivery in each district is not the same. When Anthem was developed, the homeowners (all who willingly & freely decided to live there) knew the costs of being an Anthem resident. If the costs of their utilities are higher there, then! why should I and the other Sun City residents subsidize the Anthem rate payers.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed:

Opinion No. 2010 - 87841

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87840

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Gail von**

Busch

Account Name: Gail von Busch

Home: 0000

Street:

Work: (000) 000-0000

City: Sun City

CBR: t

State: AZ Zip: 85351

Is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Wednesday, July 7, 2010 at 8:45 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Gail von Busch

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Gail von Busch
Address:
City: Sun City -85351
Phone: (
Email

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: Help my neighbors, yes. Help the Yuppies up in Anthem who are not my neighbors, NO! I would not be against consolidating SC & SCW but do not wish to join with any other community. We here in the Sun Cities are retired and many are on fixed - or at least reduced - incomes. The Anthem residents chose to move to a just-being-developed community with the attendant facility build-out. That's their problem; not mine! Gail von Busch Sun City gvb@cox.net

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87840

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87834

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **E Smith**

Account Name: E Smith

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Wednesday, July 7, 2010 at 10:06 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: E. Smith

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: E. Smith
Address:
City: sun city
Email:

Comments: When DelWebb built Sun City he had to satisfy the condition that the community would have

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

access to water for 100 years. Under what conditions were the other communities built? Why were these communities built? Did the developer offer assurances that their water provider could turn a profit while servicing them? Did the developers envision our present scenario, consolidation? Smitty

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87834

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87835

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Cyrus**

Walton

Account Name: Cyrus Walton

Home: 000-0000

Street: 17216 N 107th Ave

Work: (000) 000-0000

City: Sun City

CBR

State: AZ Zip: 85351

Is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Saturday, July 3, 2010 at 8:24 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Cyrus Walton

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Cyrus Walton
Address:
City: Sun City,
Phone:
Email:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments: We have been very active on water consolidation. We think it is pretty sneaky of you to have the July 9th meeting when so many Sun City residence are away for the summer. If you truly want us to know what you have to say on July 9th, why don't you wait until we all get back (November would be better). This consolidation is unfair to Sun City residence who are on fixed income, which is our case. We cannot afford this and hope you will not be greedy and expect us to pay for mismanagement.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87835

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87836

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Catherine**

Morrell

Account Name: Catherine Morrell

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Monday, July 5, 2010 at 5:13 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Catherine Morrell

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Catherine Morrell
Address:
City: Sun City
Email:

Comments: Dear Commissioners, I will not be able to attend the meeting on July 9. As a single homeowner I

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

wish to express my deep concern about the possible rate consolidation and increases for Sun City residents. I, as many, am living on a small fixed income and we should not be asked to subsidize other homeowners who are still working and choose to live in the newer communities. I do my best to conserve my energy use and water use. Please consider the probability that about 1/2 of the population in Sun City have left for the summer. Many people cannot go out in the heat of the day, which will keep the attendance lower than before. I am sure Arizona-American Water uses our absence to their advantage in the upcoming meeting. I urge you to consider the difference between our community and Anthem and Paradise Vally. Please deny this request for consolidation. Thank you, Sincerely, Catherine Morrell

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87836

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: 602-542-4217

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87837

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Bob Last: Gray

Account Name: Bob Gray

Home: (000) 000-0000

Street: N/A

Work: (000) 000-0000

City: Sun City

CBR

State: AZ Zip: 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Please reference Docket Numbers W-01303A-09-0343 and WS-01303A-09-0343.

I am in complete agreement with the proposal as put forth by Mr. Marshall Magruder.

Bob Gray
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.
End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87837

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87838

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: **Bob** **Boekenkamp**

Account Name: Bob Boekenkamp

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

1

State: AZ Zip: 85351

is: E-Mail

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Wednesday, July 7, 2010 at 9:59 PM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Bob Boekenkamp

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Bob Boekenkamp
Address:
City: Sun City
Phone:
Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: I suspect Sun City should have never allowed control of the water and sewer systems to be sold to a for-profit operator, from the Midwest, or ultimately Europe. We apparently had a good water source with no extraordinary treatment issues, a known and fixed population, a complete water distribution system, a complete waste water collection system, a working treatment arrangement, and a no-growth customer base. Present and future customers would have had to pay rates to cover the cost of upgrading and maintaining the source of water, the collection, and distribution systems, ongoing inflation, and a rainy day fund, with no profit for stockholders. The current owner has bought the complete system, with no competition, or known surprises, and proposes to increase the rates far more than would appear justified. In addition to raising the rates to the Sun City users an excessive amount, the company proposes to combine the Sun City system with other widely scattered systems, requiring Sun City additionally to subsidize the cost of their Arsenic treatment issues, and their growth issues.. I believe the company's proposals are unfair and unjustified, and hope the company is required to be reasonable, and not allowed to combine Sun City with other systems that have different conditions.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87838

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 87833

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
08G Consolidation - Opposed

First:

Last:

Complaint By: Everest

Hunter

Account Name: Everest Hunter

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all
Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Thursday, July 8, 2010 at 8:02 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Everest Hunter

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name: Everest Hunter
Address:
City: Sun City
Email:

Comments: Rate consolidation is an attempt to spread bad initial business decisions by Arizona American

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Water Corp and others, to rate payers. We (and our forbears) did not request water service in Anthem or other new areas. We had no say in their decisions on providing service or of those of the land development companies. All locations should have been properly vetted by the commission as to sustainability in those locations. If there is a problem, those receiving service should pay. If, the companies did not "do it right," they should pay. AAWC only recently purchased Sun City Water from Citizens. Where in the law does it say, it falls to us to bail out a for-profit company? The proposal to "spread the cost" has to lead to absurdities such as: ask AAWC to bill customers in other states too!

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87833

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 - 87832

Date: 7/13/2010

Complaint Description: 08A Rate Case Items - Opposed
 08G Consolidation - Opposed

First:

Last:

Complaint By:

Joyce

McInnis

Account Name:

Joyce McInnis

Home:

Street:

Work:

City:

Sun City

CBR:

State:

AZ **Zip:** 85351

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

7/13/10 *****REFERRED BY CHAIRMAN MAYES' OFFICE*** (Also sent to all Commissioners)*****

Reference: AZ AMERICAN WATER*****SUN CITY *****OPPOSED*****
 Docket No. W-01303A-09-0343 and WS-01303A-09-0343

Date: Thursday, July 8, 2010 at 8:31 AM

To Arizona Corporate Commissioners:

Kristin Mayes
Sandra Kennedy
Paul Newman
Gary Pierce
Bob Stump

From: Joyce McInnis

Ref: Docket(s) WS-01303A-09-0343 and WS-01303A-09-0343

Comments from:

Name:

Address:

City: Sun City

Phone:

Email:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Comments: I am unable to attend The July 9 meeting regarding the Water Consolidation program. I am AGAINST the Consolidation Rate Program and Sun City Surcharge. This would increase my water rate considerably and also would increase the Recreation Center dues. I am on a fixed income, and just could not afford an increase. I try to keep my yard looking nice. Have grass, bushes, and flowers. With a rate increase I am afraid I'd have to let them all die off as I couldn't afford to water them. It is hard enough now to survive on Social Security with NO increase in pay and increases in Medicare and Health Insurance, and prescription drugs. Us Senior Citizens just cannot afford higher water rates. Sincerely, Joyce McInnis

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/10 Comments entered for the record and docketed.

End of Comments

Date Completed: 7/13/2010

Opinion No. 2010 - 87832

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 87772

Date: 7/9/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Roberta J.**

Swift

Account Name: Roberta J. Swift

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ **Zip:** 85351

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

July 7, 2010

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington
Phoenix, AZ 85007

Re: Arizona-American Water Co., Inc.
#W-01303A-09-0343 & SW-0 1303A-09-0343
Rate Consolidation and increases

To Whom It May Concern:

As a resident of Sun City, Arizona I object to the water district consolidation with other water and waste water districts.

I also object to such large rate increases.

Sincerely,
Roberta J. Swift
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 7/9/2010

Opinion No. 2010 - 87772
